Occupant emergency program guide

September 1980

General Services Administration
Public Buildings Service
Office of Federal Protective Service Management

No one can doubt that fire, natural disaster, terrorism, and other emergencies are a serious threat to lives and property in Federal office buildings. The National Fire Protection Association reported losses due to fire alone at over $480 million in stores and office buildings in 1978 with the loss of 800,621 lives. This places an additional burden on those of us in Federal Government who are responsible for protecting public property and the people who work there or visit.

Federal Property Management Regulations require that every Federal facility--owned or leased--have an Occupant Emergency Plan developed by the facility's tenants with assistance from the General Services Administration (GSA). Under GSA's Occupant Emergency Program, I have commissioned the Office of Federal Protective Service Management in the Public Buildings Service of GSA with helping the responsible officials in each facility test and maintain such a plan.

As a first step, the Office has produce this updated guide to emergency planning, the Occupant Emergency Program Guide. Although it does not pretend to be all inclusive, it contains information basic to any emergency management program. We recommend that you check your own emergency organization and procedures against it and adapt it to suit the particular needs of your facility. The result should be a comprehensive plan backed by a functional organization that will lead to fast, coordinated action to save lives and property during an emergency.

ROWLAND G. FREEMAN, III
Administrator of
General Services

Responsible Officials' Sign-Off Sheet

By their signatures below, the following officials certify that they have read this guide and fully understand the procedures to be followed in an emergency affecting facilities and employees for which they are responsible.

Designated Official:

Name_____

Signature_____

Buildings Manager:

Name_____

Signature_____

Tenant Agencies:

Agency_____

Ranking Official_____

Signature_____

Agency_____

Ranking Official_____

Signature_____

Agency_____

Ranking Official_____

Signature_____

Accident and Fire Prevention Branch Chief (Regional):

Name_____

Signature_____

Occupant Emergency Program Guide

Emergency Call List..... 1

The Occupant Emergency Program..... 3

- Responsibility..... 4
- Organization..... 5
- Training..... 5
- Communications..... 6
- Emergency Services..... 6

Model Occupant Emergency Organization..... 9

- Command Center Team..... 11
- Floor Teams..... 14
- Damage Control Team..... 16
- After Hours/Weekend/Holiday Teams..... 16

Occupant Emergency Organization for This Facility..... 17

- Command Center Team..... 19
- Floor Teams..... 20
- Damage Control Team..... 22
- After Hours/Weekend/Holiday Teams..... 23

Emergency and Evacuation Procedures..... 25

- Evacuation Information..... 27
- Medical/First Aid Emergency..... 29
- Natural Disaster--Advance Notice..... 30
- Natural Disaster--No Warning..... 30
- Fire..... 31
  - Fire Drill Announcements..... 34
  - Fire Announcements for Partial Building Evacuation..... 34
  - Fire Announcement for Complete Building Evacuation..... 35

Bomb....36

Bomb Threat....36
Bomb Explosion....37
Suspicious Package (Possible Bomb)....39
Notification/Evacuation Annoucements (Suspicious Package/Possible Bomb)....41
Evacuation/Bomb Search Chart....42

Hazardous Materials Leak (Usually Gas)....43
Demonstration....44

Building and Occupant Information....45

Building Information Sheet....47
Occupant Information Sheet....49
Floor Plans....51

Occupant Emergency Plan Check List....53

Federal Property Management Regulations, Subpart 101-20.5....55

Office of Federal Protective Service Management (Regional Office Addresses and Telephone Numbers)....59

Emergency Call List

BUILDING COMMAND CENTER _____

Alternate _____

BUILDINGS MANAGER
GSA or Lessor _____

FIRE DEPARTMENT _____

POLICE SERVICES:
Federal Protective Service _____

Local Police Department _____

BOMB DISPOSAL:
Military _____

Local Police _____

HAZARDOUS MATERIALS INFORMATION:
Local _____

Chemtrec 800-424-9300 (In Washington, DC 483-7616) _____

UTILITIES:
Gas _____

Electric _____

Water _____

Telephone _____

MEDICAL, ON SITE:
Health Unit _____

Doctors _____

Nurses _____

First Aid/CPR _____
(See also Floor Team lists)

MEDICAL, OFF SITE:
Hospital _____

Ambulance _____

Doctors _____

Paramedical _____

The Occupant Emergency Program

In coordination with occupant agencies, the General Services Administration is responsible for protecting lives and property when fire, flood, explosion or other disasters and emergencies strike or threaten Federal facilities. Federal Property Management Regulations require the agencies occupying a facility owned or leased by the Federal Government to take "...immediate positive and orderly action to safeguard life and property in the event of all emergencies, except enemy attack..." by developing an "Occupant Emergency Plan." To execute the plan, the agencies are required--with GSA technical assistance--to staff and train an "Occupant Emergency Organization."

The Office of Federal Protective Service Management in GSA's Public Buildings Service--under the Occupant Emergency Program--is charged with helping Federal agencies prepare for emergencies. A typical emergency plan and the kind of organization needed to sustain it are outlined in this guide.

Obviously, it is not possible to suggest a single organization or specific procedures to fit all types of Federal space. Those presented here are intended only as models and should be adapted to suit the peculiarities and individual needs of each facility.

Carefully review this guide and check the model organizations and procedures against your own emergency plan. Modify them to suit your facility and fill in all the required information. Then KEEP THIS BOOKLET HANDY. Duplicate parts of it for anyone you feel should have them.

If you need further assistance, contact the Office of Federal Protective Service Management in the GSA region serving you or at GSA headquarters in Washington, DC. See page 59 for addresses and telephone numbers.

Responsibility

Federal Property Management Regulations place the responsibility for managing an emergency in a Federally owned or leased facility upon "...the highest ranking official of the agency having the largest number of employees in the building or facility, or...an alternative high-ranking official designated in advance by agreement of occupant agency officials." Known as the DESIGNATED OFFICIAL, this person must supervise the development of the Occupant Emergency Plan and the staffing and training of the Occupant Emergency Organization.

In setting up the plan and organization, the designated official has the assistance of GSA's Federal Protective Service for information and guidance and in coordinating the plan with local police, fire, and other authorities. The buildings manager will also provide personnel technically qualified in the operation of utility systems, firefighting apparatus, warning systems, etc., and will assist in training members of the emergency organization. In leased space, the Federal Protective Service will help the designated official coordinate emergency plans with the lessor and local authorities and provide training.

It is always desirable to have an advisory committee consisting of the buildings manager, Federal Protective Service personnel, technical experts and local authorities to help in developing the plan and organization and available for consultation when needed.

The DESIGNATED OFFICIAL should thoroughly familiarize himself with the facility's Command Center--the communications center from which an emergency is managed--and with the alternate site or sites--places to which employees are directed if all or parts of the building must be evacuated. During an emergency, he and the other major coordinators in the Occupant Emergency Organization form the Command Center Team and operate from this location.

The Command Center should be centrally located and easily accessible, An ideal location is the building's control center where the alarm panel is located. It should have good communications facilities, including at least two or three telephone lines and, if possible, a two-way radio. Provisions should also be made for an alternate Command Center within the building--in case the main one is incapacitated--and for a Command Center at the alternate site in case the building has to be evacuated.

Organization

A model Occupant Emergency Organization and the duties of each member are outlined in the section beginning on page 9. In addition to the Command Center Team, it consists of Floor Teams, a Damage Control Team, and After Hours/Weekend/Holiday Teams.

Organization personnel should be provided visual identifiers such as colored safety hats and armbands, as necessary. All occupants should be familiar with these identifiers and their significance.

In adapting the model to your particular building and in assigning jobs, it may prove useful to remember a few general points.

One, the entire organization should be limited in size. Carefully determine how many positions are needed and define their duties clearly. It's important to have enough help in an emergency, but too many people could get in the way and even present a rescue problem.

Two, the organization should utilize the existing hierarchy of the occupant agencies. In other words, the same officials who run the agencies on a day-to-day basis should assume leadership positions during an emergency since they have definite responsibilities for the safety and well-being of their subordinates and they normally reflect an agency's greatest leadership, experience, and skill. Designation of others to positions of leadership during an emergency is a duplication of those responsibilities that could lead to confusion.

Three, emergency organization members should be selected by position, not by name. This reduces the possibility of a vacancy since an important position is normally filled by someone in an "acting" capacity if the incumbent is absent. The acting official then assumes the incumbent's role in the emergency organization as well. Selection by position also eliminates the need for assigning alternates.

Training

An emergency organization is only as good as the training its members have received. Unless team members and occupants know exactly where to go and what to do in an emergency--unless procedures are practiced and responses are more or less automatic--all of the effort put into development of the Occupant Emergency Plan and the organization to execute it has been largely wasted. Training also discloses flaws in planning and generates confidence among members of the various emergency teams.

The Federal Protective Service and local emergency services like police and fire departments should be requested to help train the emergency teams as well as to help develop the emergency plan and organization.

Communications

Of high-priority concern to members of the Occupant Emergency Organization are the primary and alternate means of communication that will be used (1) to activate the organization; (2) to inform building occupants of the nature of an emergency and what action to take; and (3) to coordinate activities during the emergency.

In some cases, the building's fire alarm system may be sufficient means of notifying the organization and the occupants. However, such a general alarm may not be available, and telephones, public address systems, and/or messengers may prove more feasible. If telephones are used, a Communications Coordinator should be appointed to set up a system of contacting all members of the emergency organization. This person could also be responsible for updating lists of telephone numbers.

Newer buildings of six or more stories have emergency telephone systems for coordinating emergency activities. However, most buildings must rely on the normal telephone system, the public address system, the fire alarm, and messengers.

Emergency Services

Most emergencies can be handled quite routinely if people know how to get the right help fast. The services needed for each kind of emergency must be identified and the telephone numbers kept within easy reach and periodically updated. Members of the Occupant Emergency Organization should be familiar with the capabilities, limitations, and response times of each such emergency service. It should be remembered, too, that the people who provide these services can offer useful information as well as training, and they should be called on to help in developing the emergency plan.

If certain necessary services are not readily available, the Occupant Emergency Organization will have to develop the required capability.

Outlined below are some factors that should be considered in deciding where to get help during various kinds of emergencies.

Unlawful act.--All occupants should know whom to call if they witness a theft or other unlawful act or see a suspicious person or incident. The police emergency number should be listed in all telephone books. In any case where police protection is needed, Federal Protective Officers and contract guards are available for immediate response. In contacting local, State, or Federal authorities, jurisdiction must be considered.

Medical.--When medical assistance is needed, Occupant Emergency Organization members and other identified occupants may be the fastest source of first aid/cardiopulmonary resuscitation. Also, all Federal Protective Officers are qualified in first aid/CPR. The facility's Health Unit can usually provide immediate medical attention. Local physicians and emergency medical units are normally closer than a hospital; the area should be surveyed to determine their availability, and their telephone numbers should be on the Emergency Call List. Local police, fire, and rescue squads can provide ambulance services and paramedics; police and fire department personnel can also maintain order during an emergency requiring large-scale medical services.

Rescue.-- Federal Protective Officers and the facility's Damage Control Team are available for immediate response. The Damage Control Team members are especially familiar with floor plans and mechanical systems in the event of mechanical or other entrapment. Local fire departments normally have the most rescue experience and training.

Fire control.--Be sure that all occupants know where their nearest fire extinguisher and fire alarm box are and how/when to use them. When fire is suspected immediately turn in the fire alarm. Federal Protective Officers and members of the Damage Control Team are trained in fighting small fires. Consider how the local fire department is notified and under what circumstances. Once the fire department arrives, the fire official in charge will assume command.

Toxic fumes, hazardous chemicals, gas leak.-- Federal Protective Officers can provide first aid and help control access. The local fire department has breathing apparatus and should be able to provide information on hazardous materials. In the event of a gas leak, call the gas company. The Chemical Transportation Center (Chemtrec)--a service of the Chemical Manufacturer's Association--provides 24-hour-a-day information on handling accidents in the transportation of chemicals and has been declared the official "hot line" for these types of emergencies by the United States Department of Transportation. See the Emergency Call List for telephone numbers.

Damage control, repair, restoration of services.--The Damage Control Team knows the facility and its mechanical systems. Its members and the Buildings Manager will also know where to get help in controlling damage and restoring services. Federal Protective Officers can help isolate and extinguish small fires, control access, etc.

Bomb search and disposal.-- Federal Protective Officers have primary search responsibility if a bomb is suspected in Federal space. They, as well as local police, can help in training for bomb searches and provide leadership during a search. Occupants, because of their familiarity with the space where they work, can most easily spot something that does not belong there. They should be warned however, not to touch suspicious objects. Evacuation of occupants may be necessary.

The bomb disposal unit of the local police would, in most instances, provide the quickest response for defusing or otherwise disposing of a bomb. However, if a military Explosive Ordinance Disposal Team is easily reachable, it should be called. Personnel of the Bureau of Alcohol, Tobacco, and Firearms also have knowledge of explosives.

Evacuation/relocation.--Properly trained supervisors in the Occupant Emergency Organization can lead the safest and fastest evacuation of a building. Federal Protective Officers will cover cafeterias and other public areas. If evacuation is ordered because of a fire, the local fire department official in charge will assume command. Local police can control traffic and crowds during an evacuation.

MODEL

OCCUPANT

EMERGENCY

ORGANIZATION

Command Center Team

All emergency operations are directed from the building's Command Center, staffed by the Command Center Team. Special consideration must be made for rapid transportation of team members from their work stations to the Command Center and for quick notification of team members of an emergency. In a large facility, this team would include the Designated Official, plus an Occupant Emergency Coordinator, Floor Team Coordinator, Damage Control Coordinator, Medical Coordinator, Administrative Officer, and Technical Advisors. In a small facility, some of these positions--such as Administrative Officer, Medical Coordinator, and Floor Team Coordinator--may not be needed, or one person could fill two or several.

Duties of the Command Center Team members are as follows:

DESIGNATED OFFICIAL

Selects, organizes, and trains an adequate staff
Develops emergency plan coordinated with all tenants
Manages emergencies
Establishes working relationships with State and Federal agencies having responsibility
Prepares occupants prior to emergencies
Directs occupants during emergencies
Displays information about the organization and its responsibilities

OCCUPANT EMERGENCY COORDINATOR

Reports to Designated Official
Assists Designated Official and represents him during his absence

FLOOR TEAM COORDINATOR

Reports to Occupant Emergency Coordinator
Controls planned movement and other activities of occupants
Coordinates floor and elevator monitor activities

DAMAGE CONTROL COORDINATOR

Reports to Occupant Emergency Coordinator
Identifies utilities, fire protection, communications, and other emergency equipment in the building
Maintains emergency call list for utilities and hazardous substances
Directs Damage Control Team activities
Makes recommendations regarding use of facilities and equipment

MEDICAL COORDINATOR

Reports to Occupant Emergency Coordinator
Identifies available medical emergency services

Maintains first aid equipment
Arranges CPR, first aid and other paramedical training
Maintains lists of personnel with paramedical training

ADMINISTRATIVE OFFICER

Reports to Occupant Emergency Coordinator
Records enacted emergency procedures
Maintains organization records (monthly update)
Provides required administrative services

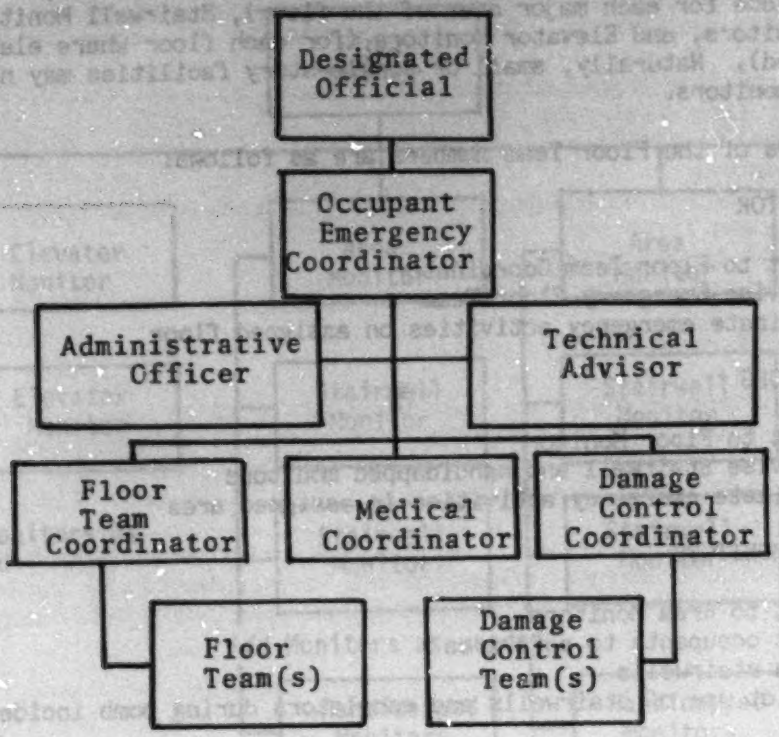
TECHNICAL ADVISORS

Buildings Manager (GSA or lessor)
Reports to Command Center
Provides information and advice to the Occupant Emergency Coordinator about the building and its operations prior to and during emergencies

Federal Protective Officer
Reports to Occupant Emergency Coordinator
Provides information and advice about emergency procedures

NOTE: Messengers should be assigned to augment communications systems as needed.

MODEL COMMAND CENTER TEAM



329-333 O - 80 - 3

Floor Teams

Occupant Emergency Plans are, for the most part, carried out by the Emergency Floor Teams assigned to each floor of a facility. A typical Floor Team in a large facility would include a Floor Monitor, Area Monitors (one for each major area of the floor), Stairwell Monitors, Handicapped Monitors, and Elevator Monitors (for each floor where elevators may be captured). Naturally, small or single-story facilities may not need all of these monitors.

Duties of the Floor Team members are as follows:

FLOOR MONITOR

Report to Floor Team Coordinator
Supervise Emergency Floor Team
Coordinate emergency activities on assigned floor

AREA MONITORS

Report to Floor Monitor
Supervise stairwell and handicapped monitors
Coordinate emergency activities in assigned area

STAIRWELL MONITORS

Report to Area Monitors
Direct occupants to safe area
Search stairwells
Restrict use of stairwells and escalators during bomb incidents

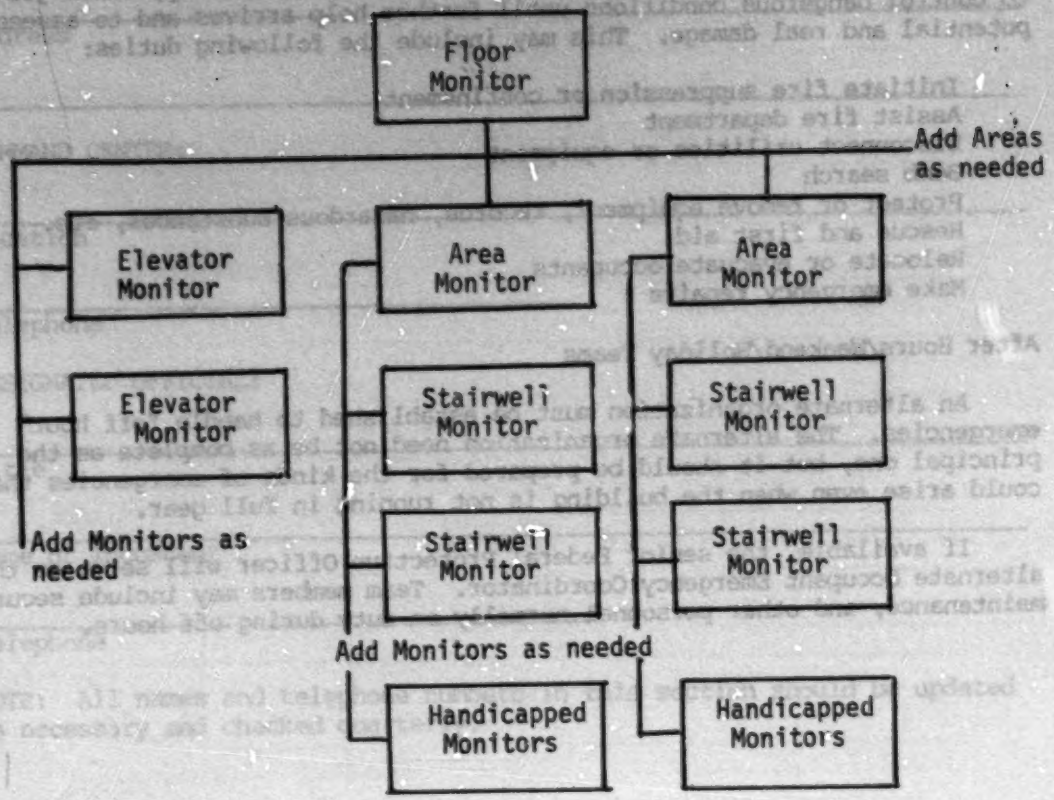
HANDICAPPED MONITORS

Report to Area Monitors
Assist assigned handicapped persons and handicapped visitors
Help handicapped persons to safe area

ELEVATOR MONITORS

Report to Floor Monitor
Capture assigned elevators
Reserve elevators for: handicapped, police, firemen, medical and bomb disposal personnel, and other emergency services

MODEL FLOOR TEAM



Damage Control Team

The Damage Control Team consists of people familiar with the facility's construction, equipment, and overall operating system. Team members report to the Damage Control Coordinator. Generally, their job is to control dangerous conditions until further help arrives and to assess potential and real damage. This may include the following duties:

Initiate fire suppression or confinement
Assist fire department
Disconnect utilities or equipment
Bomb search
Protect or remove equipment, records, hazardous substances, etc.
Rescue and first aid
Relocate or evacuate occupants
Make emergency repairs

After Hours/Weekend/Holiday Teams

An alternate organization must be established to handle "off hour" emergencies. The alternate organization need not be as complete as the principal one, but it should be prepared for the kinds of emergencies that could arise even when the building is not running in full gear.

If available, the senior Federal Protective Officer will serve as the alternate Occupant Emergency Coordinator. Team members may include security, maintenance, and other personnel normally on duty during off hours.

OCCUPANT EMERGENCY ORGANIZATION FOR THIS FACILITY:

_____

Name of facility

_____

Address

_____

COMMAND CENTER:

_____

Location

_____

Telephone

DESIGNATED OFFICIAL:

_____

Title

_____

Name of incumbent

_____

Telephone

NOTE: All names and telephone numbers in this section should be updated as necessary and checked quarterly.

COMMAND CENTER TEAM

Designated Official_____
Title_____
Telephone: Office_____
Home_____

Occupant Emergency
Coordinator_____
Title_____
Telephone: Office_____
Home_____

Floor Team Coordinator_____
Title_____
Telephone_____

Damage Control Coordinator_____
Title_____
Telephone_____

Medical Coordinator_____
Title_____
Telephone_____

Administrative Officer_____
Title_____
Telephone_____

Technical Advisor_____
Title_____
Telephone_____

Technical Advisor_____
Title_____
Telephone_____

Technical Advisor_____
Title_____
Telephone_____

FLOOR TEAM--FLOOR*_____

Floor Monitor_____
Title_____
Telephone_____
Skills_____

Area_____Monitor_____
Title_____
Telephone_____
Skills_____

Area_____Monitor_____
Title_____
Telephone_____
Skills_____

Stairwell_____Monitor_____
Title_____
Telephone_____
Skills_____

Stairwell_____Monitor_____
Title_____
Telephone_____
Skills_____

Stairwell_____Monitor_____
Title_____
Telephone_____
Skills_____

Handicapped Monitors**
(with telephone numbers and skills)
Match name of handicapped person with responsible monitor

_____ _____
_____ _____
_____ _____
_____ _____
_____ _____

*Complete one sheet per floor. Modify the sheet to correspond to your building's unique layout. In particular, appoint as many area and stairwell monitors as your building requires. **Indicate skills--first aid, CPR--that would be useful during emergencies.

FLOOR TEAM--FLOOR*_____

Elevator Monitors

Elevator_____ Monitor_____
Telephone_____

Elevator_____ Monitor_____
Telephone_____

Elevator_____ Monitor_____
Telephone_____

Elevator_____ Monitor_____
Telephone_____

Elevator_____ Monitor_____
Telephone_____

Elevator_____ Monitor_____
Telephone_____

Elevator_____ Monitor_____
Telephone_____

Elevator_____ Monitor_____
Telephone_____

Elevator_____ Monitor_____
Telephone_____

Elevator_____ Monitor_____
Telephone_____

*Complete one sheet for each floor where elevators may be captured. Buildings with automatic elevator-capturing systems will need elevator monitors only for the floor where elevators are captured.

DAMAGE CONTROL TEAM*

LEADER_____
Alternate_____

Name_____
Telephone_____
Skills/work hours_____

Name_____
Telephone_____
Skills/work hours_____

Name_____
Telephone_____
Skills/work hours_____

Name_____
Telephone_____
Skills/work hours_____

Name_____
Telephone_____
Skills/work hours_____

Name_____
Telephone_____
Skills/work hours_____

*In Federally owned buildings, this team would include the Building Manager's personnel. In leased facilities, it would include the building operator's personnel. Additional teams may be required for large buildings.

AFTER HOURS/WEEKEND/HOLIDAY TEAMS

Coordinator _____

Telephone _____

AFTER HOURS TEAMS

EMERGENCY AND EVACUATION PROCEDURES

EMERGENCY

AND

EVACUATION

PROCEDURES

EVACUATION INFORMATION

Persons authorized to order evacuation

_____ Designated Official

_____ Occupant Emergency Coordinator

_____ Fire Official In Charge

_____ Federal Protective Official

_____ Buildings Manager

EVACUATION SIGNALS

Fire: Describe method of notification for complete or partial evacuation.

_____

_____

_____

_____

Explosion or gas leak: Describe method of notification for complete or partial evacuation.

_____

_____

_____

_____

Suspicious object: Describe method of notification for complete or partial evacuation.

_____

_____

_____

_____

ALTERNATE SITE

Site: Describe or give address.

_____

_____

Telephone _____

BUILDING RE-ENTRY

Method of recalling employes:

_____

_____

_____

Building entry control method:

_____

_____

_____

DRILL SCHEDULE

Dates:

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

MEDICAL/FIRST AID EMERGENCY

COMMAND CENTER TEAM

Designated Official/Occupant Emergency Coordinator

Limited emergency:
- Notify Floor Monitor
- Notify Medical Coordinator

Widespread emergency:
- Go to Command Center
- Notify Command Center Team

Medical Coordinator

Limited emergency:
- Go to scene
- Monitor activities

Multiple injuries:
- Go to Command Center
- Advise regarding medical assistance

Floor Team Coordinator (for widespread emergency)

- Go to Command Center
- Coordinate and assist Floor Team

Damage Control Coordinator (for widespread emergency)

- Go to Command Center
- Activate Damage Control Team

Administrative Officer (for widespread emergency)

- Record activities

FLOOR TEAM (for widespread emergency)

- Provide first aid/CPR
- Obtain medical assistance (see Emergency Call List)
- Notify Occupant Emergency Coordinator
- Notify Federal Protective Service
- Reserve elevator for emergency use
- Meet responding emergency unit at ground floor
- Report to Floor Team Monitor
- Verify medical assistance response

329-333 O - 80 - 9

DAMAGE CONTROL TEAM (for widespread emergency)

Provide first aid/CPR and rescue services
Report to Damage Control Coordinator

NATURAL DISASTER--ADVANCE NOTICE

COMMAND CENTER TEAM

Designated Official/Occupant Emergency Coordinator

Activate Command Center Team
Review plans
Notify occupants

Damage Control Coordinator

Activate Damage Control Team for damage prevention work

Floor Team Coordinator

Review plans with Floor Monitors

DAMAGE CONTROL TEAM

Building damage prevention
Protect windows and doors
Secure outdoor objects

NATURAL DISASTER--NO WARNING

COMMAND CENTER TEAM

Designated Official/Occupant Emergency Coordinator

Activate Command Center Team

Floor Team Coordinator

Go to Command Center
Coordinate and assist Floor Teams

Damage Control Coordinator

Go to Command Center
Activate Damage Control Team

Medical Coordinator

Go to Command Center
Advise regarding medical assistance

Administrative Officer

Go to Command Center
Record activities

FLOOR TEAMS

Elevator Monitors

Capture assigned elevators
Restrict use until determined safe (mechancial safety inspection may be required)

DAMAGE CONTROL TEAM

Assess damage
Determine needs for controlling dangerous conditions
Report to Damage Control Coordinator
Provide repair, rescue, and first aid services as directed
Isolate unsafe areas

FIRE

COMMAND CENTER TEAM*

Designated Official/Occupant Emergency Coordinator

Go to Command Center
Activate Command Center Team
Verify fire department response
Telephone_____
Verify FPO response
Telephone_____
Brief responding officials

*Since elevators may be automatically captured and returned to the main floor in the event of a fire alarm, they may not be available for use by members of the Command Center Team. This should be taken into account in planning. The plan should also address the means by which the organization is initially notified of a fire alarm.

Floor Team Coordinator

Go to Command Center
Activate Floor Teams
Verify occupant status
Inform or instruct occupants

Damage Control Team Coordinator

Go to Command Center
Activate Damage Control Team
Determine building conditions (environmental/structural)

Medical Coordinator

Go to Command Center
Advise regarding medical assistance

Administrative Officer

Go to Command Center
Monitor and record alarm sequence
Record activities

FLOOR TEAMS

FIRE FLOOR TEAM

Floor Monitor

Activate fire alarm (if not already done)
Supervise evacuation
Verify evacuation
Report to Floor Team Coordinator

Area Monitors

Evacuate area occupants
Inspect area to assure total evacuation
Restrict elevator use
Report status to Floor Monitor (including relocation of handicapped)

Stairwell Monitors

Inspect stairway for smoke or other obstruction; if obstructed,
direct occupants to another stairway
Direct occupants to a safe area
Report status to Area Monitor

Handicapped Monitors

Evacuate handicapped to safe area
Report status to Area Monitor

FIRST FLOOR TEAM

Lead fire department to control center
Restrict building access
Assist with occupant evacuation

Elevator Monitors

Capture assigned elevators*
Report to First Floor Monitor

OTHER FLOOR TEAMS

If floor is to be evacuated, follow Fire Floor Team instructions; if not, stand by for instructions

DAMAGE CONTROL TEAM

Report to Damage Control Coordinator
Activate emergency systems:
- Smoke control
- Fire extinguishment
- Emergency power
- Alarm systems

*Depending upon type of elevator control system, this may be accomplished either automatically or require use of a special key or the regular call button. Elevator monitor or other designated individual must be able to operate elevators in the emergency mode and have access to any special keys required. After capture, use of elevators can be authorized only by fire department, Designated Official, or Occupant Emergency Coordinator.

FIRE DRILL EVACUATION ANNOUNCEMENT

May I have your attention please.
May I have your attention please.
A fire drill will be conducted in a few minutes.
When the bell rings, proceed to the nearest stairwell and walk down to the____floor.
Please do not use the elevators.
Walk down the stairs to the____floor and please do not use the elevators.
Wait in the lobby and halls of the____floor for further instructions.
(Ring bell)

FIRE DRILL TERMINATION ANNOUNCEMENT

May I have your attention please.
May I have your attention please.
The fire drill is over.
Please return to your work station.
The fire drill is over.
Please return to your work station.

FIRE ANNOUNCEMENTS FOR PARTIAL BUILDING EVACUATION
(Usually for buildings over six stories)

FIRE FLOOR AND FLOOR ABOVE FIRE

May I have your attention please.
May I have your attention please.
A fire has been reported on the___floor. While this report is being verified the Buildings Manager would like you to proceed to the stairways and walk down to the___floor. Wait on the___floor for further instructions. Please do not use the elevators, as they may be needed.
Please do not use the elevators, but proceed to the stairway.
(Repeat entire announcement at least once.)

OTHER FLOORS

May I have your attention please.
May I have your attention please.
A fire has been reported on the___floor. People from other floors may be entering your area. Please remain at your desks while they are in your area. You are in a safe area.
(Repeat entire announcement at least once.)

FIRE ANNOUNCEMENT FOR COMPLETE BUILDING EVACUATION

May I have your attention please.
May I have your attention please.
A fire has been reported in the building. While this report is being verified, the Buildings Manager would like you to proceed to the stairways and evacuate the building to the relocation site. Wait at the relocation site for further instructions. Please do not use the elevators as they may be needed. Please do not use the elevators but proceed to the stairway.

(Repeat entire announcement at least once.)

BOMB THREAT

COMMAND CENTER TEAM

Designated Official/Occupant Emergency Coordinator

Go to Command Center
Verify FPO notification and response
Telephone: _____

Floor Team Coordinator

Go to Command Center
Activate affected Floor Teams
Inform other Floor Teams

Damage Control Coordinator

Go to Command Center
Activate Damage Control Team

Medical Coordinator

Go to Command Center

Administrative Officer

Go to Command Center

FLOOR TEAMS

Floor Monitors

Notify Floor Teams to start search
Report conditions to Floor Team Coordinator

Area Monitors

Instruct occupants to search their work areas
Search assigned public areas and exit routes
Report conditions to Floor Monitors

DAMAGE CONTROL TEAM

Search assigned areas including maintenance, storage, outside and rooftop areas

BOMB EXPLOSION

COMMAND CENTER TEAM

Designated Official/Occupant Emergency Coordinator

Go to Command Center
Verify FPO notification and response
Telephone: _____
Activate Command Center Team

Floor Team Coordinator

Go to Command Center
Activate Floor Monitors

Damage Control Coordinator

Go to Command Center
Activate Damage Control Team

Medical Coordinator

Go to Command Center

Administrative Officer

Go to Command Center
Record activities

AFFECTED FLOOR TEAMS

Floor Monitor

Notify Floor Team
Supervise evacuation, first aid, and rescue
Report conditions to Floor Team Coordinator

Area Monitors

Coordinate area evacuation, first aid, and rescue
Inspect area to determine conditions
Report to Floor Monitor

Stairwell Monitors

Inspect assigned stairwell
Report conditions to Area Monitors
Lead occupants to safe area if required

Handicapped Monitors

Move handicapped to safe area

OTHER FLOOR TEAMS

Inform occupants
Maintain control of occupants
Control egress
If conditions become untenable, evacuate to a safe area

First Floor Team

Control access to the building

Elevator Monitors

Capture elevators
Hold until determined safe for use
Assist emergency teams

DAMAGE CONTROL TEAM

Assist in rescue
Control access
Inspect elevators, fire protection systems and utilities
Report conditions to Coordinator
Make required repairs

SUSPICIOUS PACKAGE (POSSIBLE BOMB)

COMMAND CENTER TEAM

Designated Official/Occupant Emergency Coordinator

Go to Command Center
Activate Command Center Team
Evacuate or relocate occupants
Verify FPO notification and response
Telephone:_____

Floor Team Coordinator

Go to Command Center
Notify Floor Monitors

Damage Control Coordinator

Go to Command Center
Notify Damage Control Team

Medical Coordinator

Go to Command Center

Administrative Officer

Go to Command Center
Record activities

FLOOR TEAMS
(Affected floors)

Floor Monitors

Carry out evacuation or relocation plan
Supervise evacuation
Verify evacuation
Report to Floor Team Coordinator

Area Monitors

Coordinate area evacuation
Determine location of suspicious object and if possible avoid using stairwells, elevators or escalators in immediate area
Inspect area to assure total evacuation
Report status, including relocation of handicapped, to Floor Monitor

Stairwell Monitors

Inspect stairwells and exit routes
Lead occupants to safe area
Report status to Area Monitors

FLOOR TEAMS
(Non-affected floors)

After evacuation, restrict use of elevators, escalators and stairwells

First Floor Team

Control building access
Keep people away from building perimeter to avoid blast effects

Elevator Monitors

After evacuation, capture elevators
Hold elevators and assist emergency units
Report to First Floor Monitor

NOTIFICATION/EVACUATION ANNOUNCEMENTS
SUSPICIOUS PACKAGE (POSSIBLE BOMB)

AFFECTED FLOOR

May I have your attention please.
May I have your attention please.

We have found a package that we cannot identify on the ___ floor. The occupants of the ___ floors, please walk down to the (Floor) (Relocation Site). Use ___ stairways. Wait at the relocation site for further instructions. Please do not use the elevators as they may be needed. Please do not use the elevators, but proceed to the _____ stairways.

(Repeat at least once.)

OTHER FLOORS

May I have your attention please.
May I have your attention please.

An emergency has been reported on the ___ floor. People from other floors will be entering your area. Please remain at your desks while they are in your area. You are in a safe area.

(Repeat at least once.)

MESSAGE AT END OF EMERGENCY

May I have your attention please.
May I have your attention please.

The emergency is over.
Please return to your work station.

(Repeat)

EVACUATION/BOMB SEARCH CHART

BUILDING _____ DATE _____

FLOOR/AREA	TIME EVACUATED	TIME SEARCHED	REMARKS

NOTE: This chart provides a useful tool for reviewing the effectiveness of an evacuation and/or search. Remarks may include who searched the floor or area, where persons were relocated, and any unusual circumstances encountered.

HAZARDOUS MATERIALS LEAK (USUALLY GAS)

COMMAND CENTER TEAM

Designated Official/Occupant Emergency Coordinator

Order evacuation
Notify fire department
Telephone:_____
Notify Federal Protective Service
Telephone:_____
Activate Command Center Team
Contact hazardous materials expert
Telephone:_____
Go to relocation site Command Center
Hold occupants at relocation site
Do not permit reentry until determined safe by proper authorities
In case of explosion follow instructions under Bomb Explosion, page 37
Go to relocation site Command Center

All Other Team Members

Go to relocation site

FLOOR TEAMS

Floor Monitor

Activate Floor Team
Supervise evacuation
Report to Floor Team Coordinator at relocation site Command Center

Area Monitors

Coordinate area evacuation
Report conditions to Floor Monitors
Accompany area occupants to relocation site
Hold occupants and await instructions

Stairwell Monitors

Lead occupants to relocation site via safest route
Report conditions to Area Monitor
Hold occupants and await instructions

Handicapped Monitors

Assist handicapped to relocation site
Report to Area Monitor
Remain with handicapped

Elevator Monitors

Go to relocation site
Report to Floor Monitor

DAMAGE CONTROL TEAM

Report to Damage Control Coordinator at relocation site Command Center

NOTE: In case of explosion follow instructions under Bomb Explosion on page 37.

DEMONSTRATION

COMMAND CENTER TEAM

Designated Official/Occupant Emergency Coordinator

Go to Command Center
Notify Federal Protective Service
Telephone:_____
If no Federal Protective Service unit is in the area, notify the local police department
Telephone:_____
Notify Floor Team Coordinator

Floor Team Coordinator

Go to Command Center
Activate ground level Floor Team

FLOOR TEAM
(Ground Level)

Secure perimeter doors
Avoid any interaction with demonstrators
Prevent any occupant interaction with demonstrators
Follow instructions of responding FPO's or local police

BUILDING

AND

OCCUPANT

INFORMATION

329-333 O - 80 - 2

BUILDING INFORMATION SHEET

(Obtain data from Buildings Manager or Lessor)

Building name: _____

Building number: _____

Address: _____

_____

Year building completed: _____

Number of floors: _____

Mezzanine(s): _____

_____

Basements: _____

_____

Gross floor area: _____ square feet

Net assignable floor area: _____ square feet

Government occupied floors: _____

Type of building construction: _____

Emergency systems control center descriptions: _____

_____

Is it manned: _____

Fire alarm system and signals: _____

_____

Automatic sprinkler: _____

_____

Voice communications: _____

Elevator capture and recall:_____

_____

Smoke detection:_____

_____

Smoke control:_____

_____

Other fire protection systems, such as heat detection, fire pumps, fire hose standpipe system (for fire department use only), emergency generator:

_____

_____

Emergency lighting:_____

_____

_____

Security alarm:_____

_____

_____

Power generators:_____

_____

Main/auxiliary water valves:_____

_____

Main/auxiliary gas valves:_____

_____

Required authorization for access, approvals (off premises or within building, if multi-tenant occupancy):_____

_____

OCCUPANT INFORMATION SHEET

NOTE: Because agencies move, this sheet must be reviewed and updated periodically.

Primary Occupant Agency: _____

Number of Federal Occupants: _____

Number of Nonfederal Occupants _____

Total Number of Occupants: _____

Floor*	Occupant(s)**	Type of occupancy	Contact official/ phone number	Uses or stores hazardous materials; other special considerations

*Begin with lowest floor (sub-basement) and work up. **Enter each occupant group on a separate line and fill in the required information.

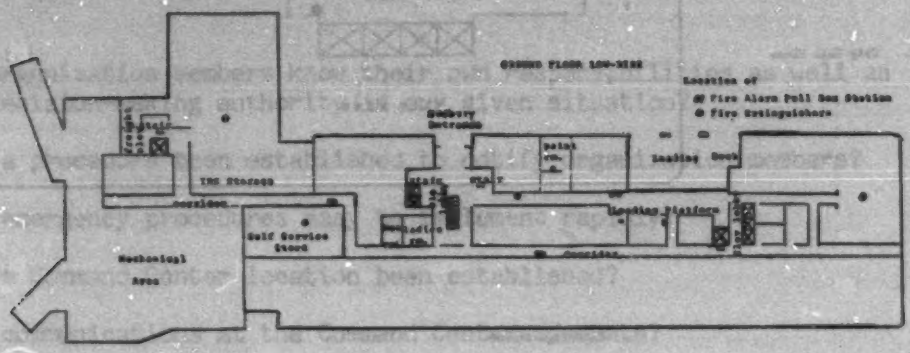
OCCUPANT INFORMATION SHEET (con't)

Floor	Occupant(s)	Type of Occupancy	Contact official/ phone number	Uses or stores hazardous materials; other special considerations

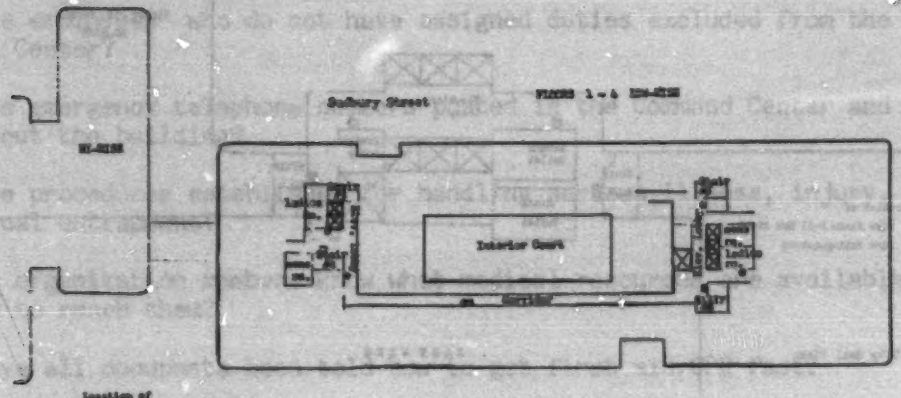
FLOOR PLANS

Readily available, up-to-date floor plans may mean the difference between life and death in many emergencies. Fire, rescue, and other emergency personnel need to know at a glance the location of entrances and exits, stairwells, elevators, control rooms, standpipes, hazardous materials, etc. Blueprints are not necessary. Clear, easy-to-read drawings--such as those below--are sufficient. Note that they also indicate the location of fire alarm pull boxes and fire extinguishers.

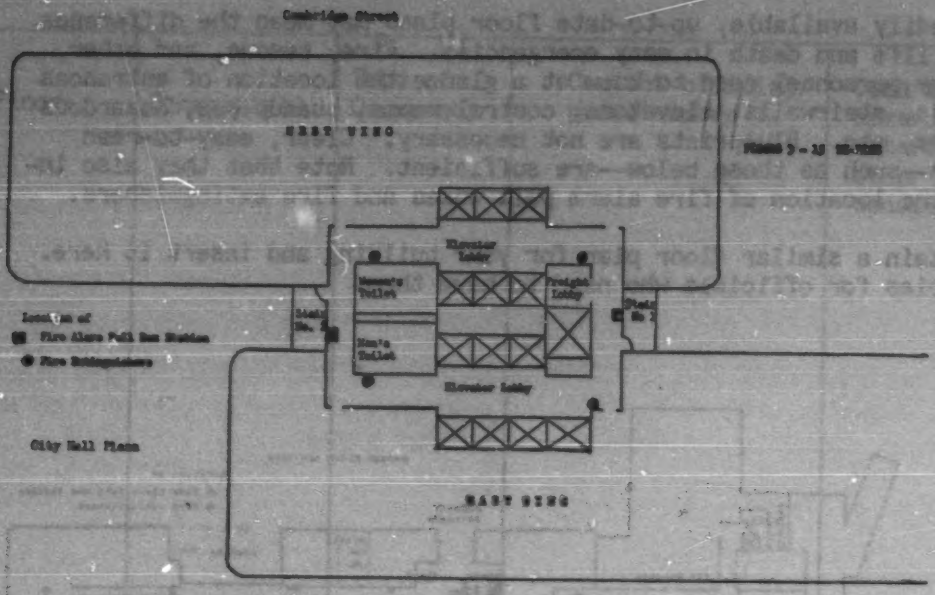
Obtain a similar floor plan for your building and insert it here. Make copies for officials who need to have them.

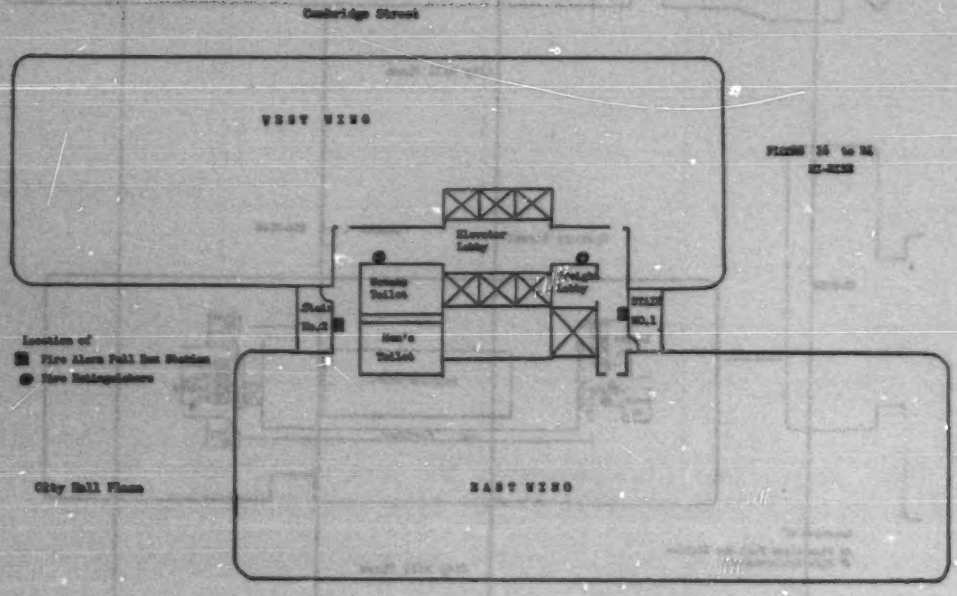


City Hall Plans



City Hall Plans


Cambridge Street
EAST WING
Elevator Lobby
Women's Toilet
Freight Lobby
Men's Toilet
Elevator Lobby
Location of
Fire Alarm Pull Box Station
Fire Extinguishers
City Hall Plans
EAST WING


Cambridge Street
EAST WING
Elevator Lobby
Women's Toilet
Freight Lobby
Men's Toilet
Location of
Fire Alarm Pull Box Station
Fire Extinguishers
City Hall Plans
EAST WING

OCCUPANT EMERGENCY PLAN CHECK LIST

If you answer "no" to any of the following questions, your Occupant Emergency Plan needs strengthening. Contact the GSA Buildings Manager and/or regional Federal Protective Service Division (see page 59) if you need help.

1. Did an advisory committee of appropriate officials (Buildings Manager, Federal Protective Service, etc.) assist in developing the plan? Is this committee still available for consultation?

2. Has a clear-cut emergency organization been established, preferably following existing lines of authority?

3. Are organization members designated by position and not only by name?

4. Do organization members know their own responsibilities as well as who has decision-making authority in any given situation?

5. Has a procedure been established to notify organization members?

6. Are emergency procedures easy to implement rapidly?

7. Has a Command Center location been established?

8. Are communications at the Command Center adequate?

9. Do emergency organization members know under what circumstances they are to report to the Command Center?

10. Are employees who do not have assigned duties excluded from the Command Center?

11. Are emergency telephone numbers posted in the Command Center and throughout the building?

12. Are procedures established for handling serious illness, injury, or mechanical entrapment?

13. Do organization members know what medical resources are available and how to reach them?

14. Have all occupants been told how to get first aid/CPR fast?

15. Do occupants know what to do if an emergency is announced?

16. Are evacuation procedures established and familiar to all employees?

17. Have special procedures been established for evacuation of the handicapped?

18. Are fire-reporting procedures established and familiar to all employees?

19. Have fire-fighting plans been developed which coordinate internal and external resources?

20. Do occupants know to whom they should report an unlawful act? Any other emergency incident?

21. Do employees know what procedures to follow if they receive a telephone bomb threat?

22. Are bomb search responsiblities and techniques specified in the plan?

23. Are procedures established for reporting the progress of a search, evacuation, etc.?

24. Have procedures been established for bomb disposal?

25. Have emergency shut-down procedures been developed?

26. Have plans been made for capture and control of elevators?

27. Have arrangements been made for emergency repair or restoration of services?

28. Have drills and training been adequate to ensure a workable emergency plan?

29. Is the Occupant Emergency Plan separate from the Civil Defense plans for the facility?

30. In leased space, is the responsibility of the owner/lessor clearly defined? If contract guards are used, have their authority and responsibility been outlined in the Occupant Protection Organization?

31. Are floor plans and occupant information readily available for use by police, fire, bomb search and other emergency personnel?

Subpart 101–20.5—Physical Protection

§ 101–20.500 Scope of subpart.

This subpart prescribes policies and methods for the physical protection of persons, buildings, grounds, and equipment under the charge and control of GSA; requires active participation of occupant and user agencies in accomplishing certain aspects of crime prevention; requires that occupant and user agencies report any crime on GSA property to the nearest Federal Protective Service Office; and requires the establishment of occupant emergency plans and organizations to deal with emergency measures for the facility.

§ 101–20.501 Basic policy.

For buildings and grounds for which GSA has space assignment responsibility, GSA will furnish as normal protection not less than the degree of protection provided by commerical building operators of similar space for normal risk occupants, as determined by the Federal Protective Service. This protection may include control of building entry and inspection of packages when the Federal Protective Service determines the control is warranted for general Government occupancy and not necessitated by special activities or specific agencies. Special protection required due to the nature of the business conducted within the space or unusual public reaction to an agency's program and missions, whether or not of a continuing nature, will be determined jointly by the Federal Protective Service and the occupant agency or agencies and will be provided on a reimbursable basis in accordance with Subpart 101–21.4.

§ 101–20.502 Protection criteria.

Determination of the level of normal protective service will be made by the Federal Protective Service on a case-by-case basis and will consider the facility's location; size and configuration; history of criminal or disruptive incidents in the surrounding neighborhood not primarily directed toward the occupant agency's mission; extent of exterior lighting; presence of physical barriers; and other factors as may be deemed pertinent.

§ 101–20.503 GSA responsibilities.

§ 101–20.503–1 Physical protection.

GSA provides normal and special protection through mobile patrol or fixed posts manned by: Federal Protective Officers or contract uniformed personnel; security systems and devices; locking building entrances and gates during other than normal hours of occupancy; cooperation of local law enforcement agencies; or any combination thereof depending upon the facility and the degree of risk involved. The degree of normal and special protection shall be determined in accordance with § 101–20.501 after completion of a physical security survey and/or crime prevention assessment.

§ 101–20.503–2 Investigations.

GSA coordinates and cooperates with other Federal and local law enforcement agencies in investigating thefts of property and violations of Federal statutes covering other criminal activities committed in or on buildings and grounds under GSA assignment; receives, records, investigates, and evaluates incident reports, refers investigative findings to the U.S. Attorney or appropriate law enforcement agency; and maintains liaison with Federal and local law enforcement agencies for assembling and presenting evidence relating to such thefts and other criminal activities.

§ 101–20.503–3 Crime prevention.

The Federal Protective Service collects and disseminates information about criminal activity on or against property under the charge and control of GSA, provides crime prevention information programs to occupant agencies upon request, and conducts crime prevention assessments in cooperation with occupant agencies.

The Federal Protective Service will, periodically, report to heads of agencies information on criminal activity in their space and the crime prevention measures taken to reduce criminal activity.

§ 101–20.504 Responsibilities of occupant agencies.

§ 101–20.504–1 General.

Occupants of GSA-assigned space shall (a) cooperate to the fullest extent

possible with all pertinent facility regulations and procedures, (b) make recommendations for improving protection, (c) report promptly unlawful acts committed on or against property under the charge and control of GSA to the nearest office of the Federal Protective Service, and (d) provide planning and training guidance to employees on matters relating to protection and emergency response situations.

§ 101-20.504-2 Occupant Emergency Program.

With the exception of civil defense and enemy attacks, this section prescribes the scope and method for occupant agencies responsible for immediate positive and orderly action to safeguard life and property during facility/occupant specific emergencies.

§ 101-20.504-3 Definitions.

(a) Occupant Emergency Program is a short-term facility/occupant specific emergency response program involving occupants to minimize injury and loss of life and property in a specific facility or building.

(b) Occupant Emergency Plan is a method devised to provide emergency situations to protect life and property in a specific federally occupied space.

(c) Occupant Emergency Organization is the emergency response organization comprised of tenant employees of a Federal agency(ies) in a building designated to perform the requirements established by the Occupant Emergency Plan.

(d) Emergency is a term which involves bombings, bomb threats, civil disturbances, fires, explosions, evacuations, floods, electrical power failure, medical emergencies, hurricanes, tornadoes and earthquakes or other natural disasters or accidental human-caused disasters. The term does not include emergency preparedness as it applies to civil defense matters, such as potential or actual enemy attack.

(e) Primary Occupant Agency is the Federal agency having the largest number of employees working in a building or facility. This determination is usually based upon each agency's space requirements.

(f) Designated Official is the highest ranking official of the primary occupant agency or the alternate highest ranking official or designee selected by mutual agreement by other occupant agency officials.

(g) Occupants is a term to describe both visitors and resident Federal employees working in a building or facility.

(h) Occupant agency is another term to describe resident Federal agencies assigned to a building or facility.

§ 101-20.504-4 Responsibilities.

(a) The Designated official is responsible for developing, implementing, and maintaining a current Occupant Emergency Plan with the assistance of GSA; and for establishing, staffing, and maintaining the occupant emergency organization with personnel of tenant agencies. This official shall ensure that designees of the organization are trained to perform the functions of the plan.

(b) All Federal occupant agencies shall fully cooperate with the Designated Official in developing, maintaining, and implementing the plan; and staffing the organization making employees available for training.

(c) The Office of Federal Protective Service Management is responsible for providing national policy program guidance and ensuring that regional offices of GSA are properly administering the program. FPS regional offices are responsible for annual review of the plans and organizations to ensure that they are current and adequate; and are also responsible for providing training guidance information when requested by Designated Officials.

(d) In accordance with established criteria, the GSA buildings manager shall provide assistance to the Occupant Emergency Organization with personnel who are technically qualified in the operation of utility systems and the installation and maintenance of protective equipment, such as warning devices and firefighting apparatus, and shall promote training for buildings occupants, and others as required.

(e) The GSA representative (buildings manager and Federal Protective Service Official, as appropriate) shall assist the Designated Official and appropriate officials of the occupant agency(ies), and shall cooperate with the local authorities in achieving the objectives of the plan. In this connection, the buildings manager and Federal Protective Service Official shall be available to provide information and guidance as required.

(f) In leased space GSA will solicit the assistance of the lessor in establishing and maintaining an Occupant Emergency Plan for that space. Where appropriate, the Designated Official may invite the participation of non-Federal occupants to become part of the plan.

§ 101-20.504-5 Initiating action.

The decision to activate the organization shall be based upon the best available information; an understanding of local tensions; sensitivity of target agency(ies); previous experience; and the advice of the buildings manager, Federal Protective Service Official, and State and Federal law enforcement agencies. When there is an immediate danger to persons, such as fire, explosions, or the discovery of an actual explosive device (not a bomb threat), the occupants shall be evacuated or relocated in accordance with the plan, without consultation, by sounding the fire alarm system or through other acceptable means. When there is advance information of any emergency during normal duty hours, the Designated Official shall initiate action according to the plan, including evacuation or relocation of occupants. After normal duty hours, the senior Federal official present shall represent the Designated Official and initate action to cope with emergencies, including evacuation or relocation in accordance with the plan. As soon as practical, the Designated Official shall be apprised of the situation and consequent action.

OFFICE OF FEDERAL PROTECTIVE SERVICE MANAGEMENT

Regional Office Addresses and Telephone Numbers

Central Office

Office of Federal Protective Service Management (PS)
General Services Administration
18th & F Sts., NW
Washington, DC 20405
Telephone: (202) 566-0887

National Capital Region

Federal Protective Service Division (WPS)
7th & D Sts., SW
Washington, DC 20407
Telephone: (202) 472-1632

Region 1

Federal Protective Service Division (1PS)
John W. McCormack Post Office and Courthouse
Boston, MA 02109
Telephone (617) 223-2682

Region 2

Federal Protective Service Division (2PS)
26 Federal Plaza
New York, NY 10007
Telephone: (212) 264-2682

Region 3

Federal Protective Service Division (3PS)
9th & Market Sts., Room 3345
Philadelphia, PA 19106
Telephone: (215) 597-1404

Region 4

Federal Protective Service Division (4PS)
75 Spring St., SW
Atlanta, GA 30303
Telephone: (404) 242-3774

Region 5

Federal Protective Service Division (5PS)
230 South Dearborn Street
Chicago, IL 60604
Telephone: (312) 353-1496

Region 6
Federal Protective Service Division (6PS)
1500 East Bannister Rd.
Kansas City, MO 64131
Telephone: (816) 926-7025

Region 7
Federal Protective Service Division (7PS)
819 Taylor St.
Fort Worth , TX 76102
Telephone: (817) 334-3556

Region 8
Federal Protective Service Division (8PS)
Denver Federal Center, Bldg. 41
Denver, CO 80225
Telephone: (303) 234-4489

Region 9
Federal Protective Service Division (9PS)
525 Market St.
San Francisco, CA 94103
Telephone: (415) 556-1421

Region 10
Federal Protective Service Division (10PS)
GSA Center
Auburn, WA 98002
Telephone: (206) 396-5507

U.S. GOVERNMENT PRINTING OFFICE : 1980 O - 329-333

U.S. General Services Administration
Washington, D.C. 20405